Frequently Asked Questions

- **What is the NIH Clinical Center Patient Portal?**
  The NIH Clinical Center's Patient Portal is an internet-accessible application that offers patients secure access to pieces of your NIH Clinical Center electronic medical record as well as convenient links with information about the NIH and the Clinical Center.

- **What information will I see in the NIH Clinical Center Patient Portal?**
  Patients will be able to access pieces of your electronic medical record, which includes discharge summaries, discharge instructions, outpatient first registration reports, and some laboratory, cardiology, and neurology results. If you cannot locate specific information, please contact the Patient Portal Support Team at 1-855-644-6445 Monday through Friday 9am to 7pm EST (excluding federal holidays).

- **Who can sign-up and use the NIH Clinical Patient Portal?**
  Any NIH Clinical Center patient can request access to his/her electronic medical record through the Patient Portal website http://patientportal.cc.nih.gov/

- **How do I get a user name and password for the NIH Clinical Center Patient Portal?**
  Through your internet browser go to the NIH Clinical Center's Patient Portal Sign-in page http://patientportal.cc.nih.gov/ . Once there, you will need to create a new account by clicking on the "**Need an Account**?" link. Patient Portal instructions and other reference materials are available to you on the sign-in page.

- **What is my user name?**
  When you select the "**Need an account**?" link on the Patient Portal website you will be able to create your own user name (or Account User Name). This will need to be a user name that is unique to you.

- **What do I do if my user name doesn't work?**
  Contact the Patient Portal Support Team. This team is available Monday through Friday 9am-7pm EST (excluding federal holidays) by phone 1-855-644-6445 or email NIHCCPatientPortalSupport@mail.nih.gov.

- **Can I create my own password for the NIH Clinical Center Patient Portal and change it whenever I want?**
  Yes, you can create your own password and change it when necessary. For full instructions on how to create your password please review our Patient Portal User Guide on the main Sign-In page.

- **What if I forget my password?**
  Look for the "**Forget your password**?" link under the user name and password field on the Sign-In page. You will be prompted to enter your NIH Clinical Center Patient Portal account username and your email address. Once you have entered this information, a message will be sent to your email address providing you with a link to reset your password.

- **What if I can't find my activation email?**
  Please check your spam/junk email folder. The email will be from NIH CC Patient Portal (Do not reply) Subject line: Patient Portal Account Created. If you are still unable to locate this email, contact the Patient Portal Support Team by calling 1-855-644-6445 Monday through Friday 9am to 7pm EST (excluding federal holidays).

- **What if I need help?**
  Technical support or questions regarding accessibility to the NIH Clinical Center Patient Portal is available Monday through Friday 9am to 7pm EST (excluding federal holidays) by calling 1-855-644-6445 or sending an email to NIHCCPatientPortalSupport@mail.nih.gov

- **Is my information secure in the NIH Clinical Center Patient Portal?**
  Yes. The Patient Portal is a secure internet site which is protected through advanced encryption technology. Access to your account is secured through your own personalized user name and password, known only to you. It is important that you keep this information in a secure place and do not share it with others.

- **Can my non-NIH healthcare providers get access to the NIH Clinical Center Patient Portal?**
  No. Non-NIH healthcare providers cannot access your electronic medical record through the NIH Clinical Center Patient Portal. If you have another provider who needs copies from your Clinical Center medical record, please contact the Medical Record Department at 1-888-790-2133 to make arrangements for this service.

- **What do I do if I need to request copies of my medical records to go to another hospital or physician?**
  If you have a provider who needs copies from your Clinical Center medical record, please contact the Medical Record Department at 1-888-790-2133 to make arrangements for this service. You may also access the "Request Copies of Medical Records" form on the home page of the Patient Portal following log in. You may print and complete this form and fax it to the Medical Record Department (301-480-9982).

- **How long does it take for information to become available in the NIH Clinical Center Patient Portal?**
  Authorized test results will be available for patients to view within 7 days of the result being finalized. Documents including discharge instructions, discharge summaries and outpatient first registration reports are available in the Portal once they are signed and completed by your physician.

- **Can I access my child's Patient Portal account?**
  If you are designated as the child's legal guardian and provided your email address when your child was registered as a patient in the Clinical Center Admissions Department, you can access your child's Patient Portal account until he or she is 18 years of age. If you have multiple children registered as patients, you will need to create separate accounts for each child.

- **Can I email my physician or other members of my NIH healthcare team through the NIH Clinical Center Patient Portal?**
  This option is scheduled to be made available to the Patient Portal in the future.

- **Can I print information from the NIH Clinical Center Patient Portal?**
  Yes, you can print information from the Patient Portal. Please be sure that you store any printed information which includes personal demographics and/or health information in a secure location just as you would other important sensitive documents such as financial information, etc.

- **What if I find a discrepancy in my health information in the NIH Clinical Center Patient Portal?**
  Please contact the Clinical Center's Medical Record Department for information about managing these issues on 1-888-790-2133.

- **Who do I contact if I am having difficulty locating information in the NIH Clinical Center Patient Portal?**
  If you cannot locate specific information, please contact the Patient Portal Support Team 1-855-644-6445. The Patient Portal Support Team is available Monday through Friday 9am to 7pm EST (excluding federal holidays).

- **How can I update my email address in the NIH Clinical Center Patient Portal?**
  You cannot update your email address within the NIH Clinical Center Patient Portal. You may request updates to any demographic information, including your email address, when you visit the Clinical Center. If you need to request an update at any other time, please contact the Patient Portal Support Team on 1-855-644-6445 Monday through Friday 9 am to 7 pm EST (excluding federal holidays).

- **Is there a fee to use the Patient Portal?**
  No. The NIH Clinical Center Patient Portal is provided as a courtesy to our patients and the use is optional.

- **Can I ask emergency related questions via the Portal?**
  No. The NIH Clinical Center Patient Portal is not to be used for emergency related healthcare issues. Please contact your physician directly for any questions or concerns. For medical emergencies or immediate care, please call 911.